



**2024 MY TELLURIDE VEHICLES
UNNECESSARY REDUCTION IN VEHICLE SPEED WHILE SMART CRUISE CONTROL IS ENGAGED
VOLUNTARY SERVICE CAMPAIGN (SC344)**

**Q & A
July 29, 2025**

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to upgrade the software logic of the front radar system to prevent unnecessary reduction in vehicle speed by the Smart Cruise Control (SCC) system in 2024 MY Telluride vehicles.

Q2. What vehicles are affected by the service campaign?

A2. All 2024 MY Telluride vehicles manufactured from May 16, 2023 through September 10, 2024.

Q3. How many customer vehicles are affected by this service campaign?

*A3. Approximately **147,589** vehicles.*

Q4. What is the concern with the front radar system?

A4. Due to radar signal interference in certain roadway conditions, the subject vehicles may unnecessarily and momentarily reduce speed when SCC is engaged, accompanied by a "Collision Warning" message in the instrument cluster and a warning sound, as well as illumination of the vehicle's brake lights. After the warnings cease, the vehicle will accelerate normally to the SCC set speed.

Q5. Can you describe the service campaign fix?

A5. Dealers will upgrade the software logic of the front radar system to prevent unnecessary reduction in vehicle speed due to radar signal interference when SCC is in use.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **July 31, 2025**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.

Q8. Will this cost vehicle owners any money?

A8. No. Kia will perform the campaign free of charge at no cost to the customer.

Q9. Are there any restrictions on an owner's eligibility?

A9. No.

Q10. If a customer has an immediate question, where can they get further information?

A10. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via <https://customercare.kiausa.com>.